

## BALANCED SCORECARD - OHIO VALLEY REGIONAL MANAGER

	ANCE AREA	METRIC	TARGET		
<u> </u>			Met Most	Met All	ES/CE
INANCIAL:	Profitability	Loss Ratio Ex-Cat	72%	67%	
			1		62%
Weight - 40%	1	Expense Ratio	31.0%	30.0%	224
	]	'	1	30.0%	29%
		Controllable Expense	plus 3%	On 1	
			i pius 376	On target	3% under
	Growth	Commercial Growth	4%		March Carlot
			970	. 6	8%
	•	Personal Lines Growth	100	•	
	•	- Statilli Enies Crown	13%	14.7%	16%
		International	5%	10%	15%
	}	Product Mix % CID, PMM, ERG of Commercial	54%	50%	46%
			ļ		
		Production (New Business) Target Lines (% of Plan)	85%	100%	110%
			-	e da Maraja da	. Leafuir Britainet
	Pricing Mgmt.	Meet Pricing & Exposure Goals	Good	At Plan	
(TERNAL	Customer	Commercial Retention	minus 3% plan	On Plan	Over plan
PROCESS:	Management			On Plan	Plus 3% over pla
		Establish account management plans and execute for			
		top 25 accounts	Needs improvement	Good	M-m. 0
Weight - 20%			The second secon		Very Good
	Producer	Marketing Audit Results	75%		
	Management		7576	80%	85%
	1	Nov. Appaintment 10			
		New Appointments/Sources/Diversity	4	6	8
		<b>[</b>			
	ļ	MVI Implementation	Less than	8 million	Greater
	NEST AND THE	en e			<b>第二學的權法的好</b>
	Market	Agency plans written and completed for all agents	Needs Improvement	Good	VG
	Management	in CIN, 50% of agents in CLE & IND			
TERNAL	Underwriting	Audit Findings/WTO Feedback	Needs Improvement	Good/On Par	Very Good
ROCESS:	Quality				Voly Good
/eight - 20%	ł	Regulatory Compliance	Needs Improvement	Good/On Par	Mary Cond
	tur ja killa	and a confidence of the control of t	<del></del>	COOLON FAI	Very Good
	Service Performa	New/Renewal Issuance	85	<ul> <li>A STANDARD STANDARD STANDARD STANDARD</li> </ul>	
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	·	· ·	1	90	95
		Endorsement Issuance	85	90	95
		· ·	1		
		Endorsement Issuance Premium Collections	85	90	95
		Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase	85	90	95
		Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup	85 68 Days	90	95
		Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup system to improve report quality - include loss	85 68 Days Needs	90	95
		Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup	85 68 Days Needs improvement	90	95
		Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup system to improve report quality - include loss control in marketing effort - U/W feedback	85 68 Days Needs improvement Needs	90 60 Days	95 57 Days
		Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup system to improve report quality - include loss	85 68 Days Needs improvement	90 60 Days	95 57 Days Very Good
		Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup system to improve report quality - include loss control in marketing effort - U/W feedback  Claims Results/Impact - U/W feedback	85 68 Days Needs improvement Needs	90 60 Days Better than average	95 57 Days
	Management of	Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup system to improve report quality - include loss control in marketing effort - U/W feedback	85 68 Days Needs improvement Needs	90 60 Days Better than average Better than average	95 57 Days Very Good Very Good
	Management of Resources	Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup system to improve report quality - include loss control in marketing effort - U/W feedback  Claims Results/Impact - U/W feedback	85 68 Days Needs improvement Needs improvement	90 60 Days Better than average	95 57 Days Vary Good
		Endorsement Issuance Premium Collections  Loss Control Results/Impact - Increase deliverables and service to LC accounts - setup system to improve report quality - include loss control in marketing effort - U/W feedback Claims Results/Impact - U/W feedback Retention of ES performers and above staff (incl.	85 68 Days Needs improvement Needs improvement	90 60 Days Better than average Better than average	95 57 Days Very Good Very Good
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PEGFORMANIE AREA	Sent M.	TARGET		
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Behavior	Diverse Teams, Opening Learning/Work Environ, Elimination of Polar Distinctions Among Staff	Needs Improv.	Good	VG
	The U.S. Field averages approximately 40 hours of learning (not necessarily classroom training) per employee	35 hours	40 hours	45 hours
	Employees have written development plans	90	95	49 nours 100
	Establish community involvement in all branch	Needs Improv.	Good	Very good